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| **Project Governance:** *Provides strategic direction and provides approval* | Provides strategic direction for the project and guides project progress through senior level approval for aspects of the project including charter, initiative prioritization, and key decisions on escalated items |  |
| **Sponsor:** *Champions project and is accountable for project business value delivery* | Champions project effort and is ultimately accountable for the project business value deliveryProvides direction on business strategy, vision and priorities, defines business plan and charter (with input from project Manager)Provides counsel and direction to project Manager and teamReviews escalated items and provides decisions on next stepsRemoves barriers to progress for the project teamProvides subject matter expertise and guidance on functionalityEnsure resources provide necessary inputs and deliverables for the project* Ultimately accountable for the project business value delivery
* Accountable to Governance

Approve Project Manager assignment |  |
| **Stakeholders:** *Have an interest or a role in influencing the project process or the outcomes/benefits of the project* | Not directly involved in the project process or owners of the project outcomesNot assigned to the project delivery process |  |
| **Project Manager:** *Manages project activities and is accountable for delivery of capabilities* | Accountable for quality project execution to enable the successful delivery of the capabilities identified in the project charterWorks with the sponsor and steering committee to define the strategy, vision, goals, objectives and benefits for project Responsible for day to day coordination and execution of project activities including communications, scope, time, cost, risk, resources, stakeholders, and change managementTracks metrics and monitors progress toward achieving benefits, measures value realization at project completion  |  |
| **Project Team:** *Responsible for business area delivery of project capabilities and business value* | Responsible for deliverables in assigned business area and act as change agents to ensure business readiness to accept the changeServes as liaisons to functional areas to assist with gathering informationResponsible for identifying, appraising, and determining solution recommendations as well as to communicate any changes and/or risks that will impact the project, as well as validating findings and recommendations from subject matter experts |  |
| **Subject Matter Experts:** *Provide expertise on process, systems and requirements* | Works with project manager and external resources to deliver on project activitiesProvides subject matter expertise around processes, requirements, functions and technology and provides validation during working sessionsProvides expected deliverables Participates in communications, status updates, and metric management |  |